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February 25, 2008

DOCKET FILE COPY ORIGINAL

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

re: EB Docket No. 06-36

Dear Ms. Dortch:

Please find enclosed an original and five (5) copies of the CPNI Compliance Certificate and the Accompanying Statement requirements for New Florence Telephone Company, Inc., TRS #804393.

Please return a stamped copy in the enclosed SASE. If there are any questions, I may be reached on 503-612-4400.

Sincerely,

Carsten Koldsbaek
Consulting Manager

Enclosures

Copies to:
Federal Communications Commission
Enforcement Bureau
445 - 12th Street SW
Washington, DC 20554

Best Copy & Printing Inc.
445 - 12th Street, Suite CY-B402
Washington, DC 20554

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Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Received & Inspected
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Annual 64.2009(e) CPNI Certification for 2007

Date filed: February 25, 2008

Name of company covered by this certification: New Florence Telephone Co., Inc.

Form 499 Filer ID: 804393

Name of signatory: Leonard May

Title of signatory: President

I, Leonard May certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any action against data brokers in the past year. To the best of our knowledge, no pretexters have attempted to access CPNI at our company.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed Leonard May
Leonard May



New Florence Telephone Company

P.O. Box 175, New Florence, MO 63363 | 573.835.2997 | www.newflorence.com

February 25, 2008

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

**Reference: EB Docket No. 06-36; Annual CPNI Certification Filing of New
Florence Telephone Co. Inc**

Dear Ms. Dortch:

Enclosed is the 2007 CPNI Certification filing of New Florence Telephone Co. Inc. (NFTC) (TRS # 804393) in response to the Commission's April 2, 2007 order in CC Docket No. 96-115 and WC Docket No. 04-36. This certification is required by section 64.2009(e) of the Commission's rules.

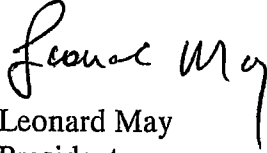
During the year 2007, NFTC did not detect any data broker activity regarding the CPNI of any customer of NFTC. As a result, NFTC did not undertake any legal or regulatory actions against data brokers.

The enclosed Procedures and Policies manual of NFTC provides guidance to the employees of NFTC for protecting the confidentiality of CPNI. This manual also includes the disciplinary procedures applicable to the improper disclosure of CPNI, the processes used to ensure that the opt-out elections are recorded and followed and other measures relevant to demonstrating compliance with the CPNI rules. All employees of NFTC, who have access to CPNI, were provided training in the use of the manual during 2007. NFTC takes very seriously its responsibilities in protecting the CPNI of its customers.

There were no security issues or customer complaints at NFTC that would be cause for providing a redacted version of this filing.

Please contact me with any questions or concerns.

Sincerely,

A handwritten signature in cursive script that reads "Leonard May".

Leonard May
President

enclosures

cc: Byron McCoy, byron.mccoy@fcc.gov
Best Copy and Printing, Inc. (BCPI), fcc@bcpiweb.com



New Florence Telephone Company

CPNI

POLICIES & PROCEDURES

MANUAL

Approved by:

General Manager

Date

Effective: _____

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Definitions

This New Florence Telephone Company (hereinafter NFTC) CPNI policy manual relies on the following definitions:

- (1) **Account information.** "Account information" is information that is specifically connected to the customer's service relationship with NFTC, including such things as an account number or any component thereof, the telephone number associated with the account, or the bill's amount.
- (2) **Address of record.** An "address of record," whether postal or electronic, is an address that the carrier has associated with the customer's account for at least 30 days.
- (3) **Affiliate.** The term "affiliate" means a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another to own an equity interest (or the equivalent thereof) of more than 10 percent.
- (4) **Breach.** When a person, without authorization or exceeding authorization, has intentionally gained access to, used, or disclosed CPNI.
- (5) **Call detail information.** Any information that pertains to the transmission of specific telephone calls, including, for outbound calls, the number called, and the time, location, or duration of any call and, for inbound calls, the number from which the call was placed, and the time, location, or duration of any call.
- (6) **Communications-related services.** The term "communications-related services" means telecommunication services, information services typically provided by NFTC and services related to the provision or maintenance of customer premises equipment.
- (7) **Customer.** A customer of NFTC is a person or entity to which NFTC is currently providing service.
- (8) **Customer premises equipment (CPE).** The term "customer premises equipment (CPE)" means equipment employed on the premises of a person (other than a carrier) to originate, route, or terminate telecommunications.
- (9) **Customer Proprietary Network Information.** The term "customer proprietary network information" means –
 - (A) information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed to by any customer of NFTC, and that is made available to NFTC solely by virtue of the NFTC-customer relationship; and
 - (B) information contained in the bill pertaining to telephone exchange service or telephone toll service received by a customer of NFTC; except that such term does not include subscriber list information.
- (10) **Data broker.** A person or business that offers for sale CPNI obtained by pretexting.

- (11) **Data bureau.** A company that provides information technology services to telecommunications carriers, specifically billing services and customer record detail. Data Bureaus typically have access to call detail CPNI (see Independent Contractor).
- (12) **FCC.** The acronym "FCC" refers to the Federal Communications Commission.
- (13) **Independent contractor.** Any person or business that may provide services to telecommunications carriers. This includes, but is not limited to; joint venture partners and independent contractors for the purposes of marketing communications-related services to a customer; billing services; customer record detail; central office equipment vendors; engineering; and construction. Independent contractors typically have access to call detail and/or non-call detail CPNI.
- (14) **Information services typically provided by NFTC.** The phrase "information services typically provided by NFTC" means only those information services that are typically provided by NFTC, such as Internet access or voice mail services. Such phrase "information services typically provided by NFTC," as used in this manual, shall not include retail consumer services provided using Internet website (such as travel reservation services or mortgage lending services), whether or not such services may other wise be considered to be information services.
- (15) **Joint venture partners (short term alliances of telecommunications carriers) and independent contractors (see independent contractors) for the purposes of marketing communications-related services to a customer.** A specific subset of persons or businesses that provide marketing services to telecommunications carriers. Any marketing use of CPNI by this subset must have opt-in approval by the affected customers.
- (16) **Local exchange carrier (LEC).** The term "local exchange carrier (LEC)" means any person that is engaged in the provision of telephone exchange service or exchange access. Such term does not include a person insofar as such person is engaged in the provision of a commercial mobile service under section 332(c) of TA-96, except to the extent that the Commission finds that such service should be included in the definition of such term.
- (17) **Opt-in approval.** The term "opt-in approval" refers to a method for obtaining customer consent to use, disclose, or permit access to the customer's CPNI. This approval method requires that NFTC obtain from the customer affirmative, express consent allowing the requested CPNI usage, disclosure, or access after the customer is provided appropriate notification of the NFTC's request consistent with the requirements.
- (18) **Opt-out approval.** The term "opt-out approval" refers to a method for obtaining customer consent to use, disclose, or permit access to the customer's CPNI. Under this approval method, a customer is deemed to have consented to the use, disclosure, or access to the customer's CPNI if the customer has failed to object thereto within the waiting period described after the customer is provided appropriate notification of NFTC's request for opt-out consent consistent with the rules.

- (19) **Password.** The term "password" means a security word or sequence of alpha and numeric characters which is used to limit access to a customer's account to authorized individuals.
- (20) **Pretexting.** The term "pretexting" means the practice of pretending to be a particular customer or other authorized person in order to obtain access to that customer's call detail or other private communications records.
- (21) **Readily available biographical information.** "Readily available biographical information" is information drawn from the customer's life history and includes such things as the customer's social security number, or the last four digits of that number; mother's maiden name; home address; or date of birth.
- (22) **Subscriber list information (SLI).** The term "subscriber list information" means any information –
(A) identifying the listed names of subscribers of NFTC and such subscribers' telephone numbers, addresses, or primary advertising classifications (as such classifications are assigned at the time of the establishment of such service), or any combination of such listed names, numbers, addresses, or classifications; and
(B) NFTC or an affiliate has published, caused to be published, or accepted for publication in any directory format.
- (23) **NFTC or carrier.** The terms "New Florence Telephone Company," "NFTC," or "carrier" shall have the same meaning.
- (24) **Telecommunications service.** The term "telecommunications service" means the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.
- (25) **Telephone number of record.** The telephone number associated with the underlying service, not the telephone number supplied as a customer's "contact information."
- (26) **Valid photo identification.** The term "valid photo identification" means an official identification document issued by a federal or state governmental agency that identifies the holder of the document that includes a photograph of sufficient clarity to positively identify the holder of the document.

Company Policy Regarding CPNI

NFTC may use, disclose, or permit access to CPNI for the purpose of providing or marketing service offerings among the categories of service (i.e. local, long distance, and CMRS (wireless)) to which the customer already subscribes from NFTC, without customer approval.

NFTC may, subject to either opt-out approval or opt-in approval, use its customer's individually identifiable CPNI for the purpose of marketing communications-related services to that customer. NFTC may, subject to either opt-out approval or opt-in approval, disclose its customer's individually identifiable CPNI to its agents and its affiliates that provide communications-related services for the purpose of marketing communications-related services to that customer. NFTC may also permit such persons or entities to obtain access to such CPNI for such purposes.

Except for use and disclosure of CPNI that is permitted without customer approval or for marketing as described above, NFTC may only use, disclose, or permit access to its customer's individually identifiable CPNI subject to opt-out approval. Accordingly, NFTC's personnel are trained in the appropriate use of CPNI for such purposes.

NFTC will notify (Form 10) the FCC in writing within five days of any instance when its opt-out policies did not work properly, to such a degree that the customer's inability to opt-out is more than an anomaly.

In this effort, the Company must follow all applicable FCC rules as contained in Subpart U – Customer Proprietary Network Information – of Part 64 of Title 47 of the Code of Federal Regulations. Specific NFTC procedures are as follows:

ACCESS TO CPNI DATA

Access to CPNI data is limited to employees or entities with the requisite proper authorization as allowed by FCC rules. Only Customer Service Representatives and the General Manager have access to call detail CPNI. All employees have access to some level of non call detail CPNI. Any employees or entities with CPNI access must operate under policies that require nondisclosure of confidential information. Improper use or disclosure of CPNI is subject to disciplinary action up to and including termination.

Marketing Programs

NFTC may use CPNI to target its marketing campaigns. NFTC reserves the right to use either opt-out or opt-in (Form 8-W) approval in determining its target customers.

Contact the General Manager if you are uncertain as to the type of information you can use in marketing services to customers.

CUSTOMER NOTICE AT INITIATION OF SERVICE

Customers are informed during the initiation of service with NFTC that their CPNI data may be used for marketing purposes. Customers receive annual reminders (Form 8-W) of this CPNI policy.

CUSTOMER NOTICE

A CPNI notice is printed periodically on the customer's billing statement.

RECORD OF CUSTOMER COMPLAINTS CONCERNING THE UNAUTHORIZED RELEASE OF CPNI

All customer complaints concerning the unauthorized release of CPNI will be logged (Form 9) and retained for a period of five years. This information is summarized and included with NFTC's annual certification to the FCC.

Release of Call Detail Information (Forms 7-W & 8-W)

CUSTOMER INITIATED TELEPHONE ACCOUNT ACCESS

NFTC will not release any CPNI, including non call detail CPNI, requested by the customer via a customer originated telephone call except when:

- ☐ the requesting individual provides the password of record; or
- ☐ the requesting individual provides the correct answer to the back up means of authentication question; or
- ☐ the information will be sent via mail USPS to the customer's address of record; or
- ☐ NFTC will call the telephone number of record and disclose the call detail information.

If the customer has forgotten their password, does not have a password established, or can not provide the correct answer to the back up means of authentication, NFTC will mail the requested information to the address of record or will call the telephone number of record to discuss the CPNI.

RETAIL LOCATION ACCOUNT ACCESS

Customers or their authorized contacts as allowed by the Telecommunications Act of 1996 – Section 222(c)(2) must have a valid, government issued photo identification, such as a driver's license, passport, or comparable ID to obtain CPNI information.

ON-LINE ACCOUNT ACCESS

NFTC requires an on-line password to protect on-line access to CPNI. Passwords will be designed by the customer and will consist of alpha and / or numeric characters. On-line passwords are not required if the customer chooses to receive call detail information via either of the two methods above.

NFTC will authenticate both new and existing customers seeking on-line access to their CPNI.

NFTC can reinitialize existing passwords for on-line access but will NOT base on-line access on readily available biographical or account information. This procedure will relate to all customer information, not just call detail.

On-line access to CPNI will be blocked after three (3) unsuccessful attempts to log on.

NOTIFICATION OF ACCOUNT CHANGES

NFTC will notify (Form 5) any customer immediately of any account changes including password, customer response to company designed back-up means of authentication, on-line account, address of record, and any other record that may be created or changed. This notification will be through a voicemail, email, or by USPS mail to the address of record as it was prior to the change.

New customers are exempt from this notification at service initiation.

PROCEDURES TO PROTECT AGAINST PRETEXTING

Pretexting is the practice of pretending to be a particular customer or other authorized person in order to obtain access to that customer's call detail or other private communications record. The Company has employed the above procedures and safeguards in order to achieve reasonable measures designed to discover and protect against pretexting.

Annual Certification

NFTC will certify annually (Form 2) compliance to the CPNI rules. This certification will be filed with the FCC and will be made publicly available by request.

NFTC's annual certification will be signed by an officer as an agent of NFTC, stating that he/she has personal knowledge the company has established operating procedures that are adequate to comply with the FCC CPNI rules.

In addition to the annual certification, NFTC will provide an accompanying statement explaining how the company's procedures ensure the company is or is not in compliance with the FCC's CPNI rules. In the explanation, NFTC will include:

- ☐ the training employees receive to protect CPNI.
- ☐ the disciplinary process applicable to improper disclosure of CPNI.
- ☐ *[Optional, depending on marketing - the process used to ensure all requests to opt-in or opt-out are recorded, and follow-up methods used.]*
- ☐ other measures relevant to demonstrate compliance with the FCC's CPNI rules.

Notice of Unauthorized Disclosure of CPNI

NFTC is required by FCC rules to notify law enforcement of any CPNI breaches no later than seven (7) days after a reasonable determination that a breach has occurred. NFTC will send an electronic notification through the central reporting facility to the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI). This notification will include a description of the CPNI that was disclosed, how the breach was discovered, an analysis of the sensitivity of the breached CPNI, and any corrective measures taken to prevent recurrence of such breach.

Responsibility to notify USSS and FBI has been assigned to the General Manager.

NOTIFICATION OF CPNI SECURITY BREACHES

- (1) *Notification of law enforcement agencies* (Form 3). NFTC will notify law enforcement of a breach of its customers' CPNI as stated in this section of NFTC's CPNI manual. NFTC will not notify any of its customers or disclose the breach publicly, whether voluntarily or under state or local law or FCC rules, until it has completed the process of notifying law enforcement as required and spelled out below.
- (2) *Limitations*. As soon as practicable, but in no event later than seven (7) business day, after reasonable determination of the breach, NFTC shall electronically notify the **United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI)** through a central reporting facility. This will be done through the FCC's link to the reporting facility at <http://www.fcc.gov/eb/cpni>.
 - a) Notwithstanding any state law to the contrary, NFTC shall not notify customers or disclose the breach to the public until 7 full business days have passed after notification to the USSS and the FBI except as in the following two parts of this section.
 - b) If NFTC believes that there is an extraordinarily urgent need to notify any class of affected customers sooner than otherwise allowed under the above paragraph of this section, in order to avoid immediate and irreparable harm, it shall so indicate in its notification and may proceed to immediately notify its affected customers only after consultation with the relevant investigating agency. NFTC shall cooperate with the relevant investigating agency's request to minimize any adverse effects of such customer notification.
 - c) If the relevant investigating agency determines that public disclosure or notice to customers would impede or compromise an ongoing or potential criminal investigation or national security, such agency may direct NFTC not to disclose or notify for an initial period of up to 30 days. Such period may be extended by the agency as reasonably necessary in the judgment of the agency. If such direction is given, the agency shall notify NFTC when it appears the public disclosure or notice to affected customers will no longer impede or compromise a criminal investigation or national security. The agency shall provide in writing its initial direction to NFTC, any subsequent extension, and any notification that notice will no longer impede or compromise a criminal investigation or national security and such writing

shall be contemporaneously logged on the same reporting facility that contains records of notifications filed by carriers.

- (3) *Customer Notification* (Form 4). After NFTC has completed the process of notifying law enforcement as listed above, it shall notify its customers of a breach of those customers' CPNI.
- (4) *Recordkeeping*. NFTC will maintain a record, electronically or in some other manner, of any breaches discovered, notifications made to the USSS and the FBI as defined in the above section of this manual, and all notifications made to customers. This record must include, if available:
 - a) Dates of discovery and notification.
 - b) A detailed description of the CPNI that was the subject of the breach.
 - c) The circumstances of the breach.
 - d) NFTC will retain the record for a minimum of 2 years.
- (5) *Supersede*. This section does not supersede any statute, regulation, order, or interpretation in any State, except to the extent that such statute, regulation, order, or interpretation is inconsistent with the provisions of this section, and then only to the extent of the inconsistency.

SAFEGUARDS BY NFTC

CUSTOMER RECORDS

Customer service records will clearly establish customer CPNI approval. Record of this approval will be kept for a minimum of one year. The record is designed by NFTC's service bureau, Computer Technology, Inc. (CTI).

All personnel of NFTC will be trained annually or upon commencement of employment regarding CPNI policies. These policies include when the employee is authorized to use and when they are NOT authorized to use CPNI. Any infractions of NFTC's CPNI policies will be reported to the General Manager and a record will be made of the infraction(s) and the disciplinary steps taken.

The NFTC disciplinary policy for infractions of these CPNI policies is:

- 1) a letter of reprimand to the employee's file for an initial infraction, and
- 2) personal reinforcement of CPNI policies by conducting training of NFTC staff, and
- 3) termination in the case of a second infraction within a twelve month period.

INTERFACE WITH CALEA COMPLIANCE

In order to comply with certain Communications Assistance for Law Enforcement Agencies (CALEA) rules, NFTC has engaged the services of a trusted third party provider. This third party provider is involved in the event of a request for certain types of surveillance activities by Law Enforcement Agencies (LEAs).

NFTC has added the following addendum to its third party provider CALEA contract with NeuStar:

"Whereas NFTC is required by law and its company policies to protect the privacy and security of the information regarding its customers,

To the extent that NeuStar, in rendering services for NFTC receives customer proprietary network information, as that term is defined under 47 U.S.C. Section 222 and interpreted by the FCC ("CPNI"), NeuStar shall maintain the confidentiality of such CPNI according to the policies and procedures implemented by NFTC. NeuStar shall promptly delete from its records any CPNI that is received by NeuStar which is not delivered to an LEA pursuant to a lawfully authorized intercept request."

INTERFACE WITH CONTRACTORS

NFTC has occasion to utilize contractors for specific projects needed to conduct its business. NFTC requires all its contractors to include the following language in all agreements with NFTC:

"Whereas NFTC is required by law and its company policies to protect the privacy and security of the information regarding its customers,

To the extent that [Name of Contractor], in rendering services for NFTC receives customer proprietary network information, as that term is defined under 47 U.S.C. Section 222 and interpreted by the FCC ("CPNI"), [Name of Contractor] shall maintain the confidentiality of such CPNI according to the policies and procedures implemented by NFTC. [Name of Contractor] shall promptly delete from its records any CPNI that is received by [Name of Contractor] that is not categorically essential in its engagement with NFTC."

TRAINING OF EMPLOYEES

EMPLOYEE TRAINING

The company provides training to employees on the proper use and disclosure of CPNI.

Included as a part of the employee training is the instruction to employees that the customer is provided the opportunity to restrict company or affiliate use of CPNI data. The customer decision regarding NFTC use of CPNI use will not affect NFTC's provision of any current customer services.

NFTC specific CPNI training will be provided annually and with each newly hired employee. Documentation of training will be kept on file for a period of at least five years.

ANNUAL REVIEW BY COMPANY MANAGEMENT

NFTC treats customer privacy as a serious issue. NFTC is proud of its long history of reliable, trustworthy service and is vigilant in the steps that will be taken to ensure customer privacy. Accordingly, NFTC policy requires this CPNI Policy Manual to be reviewed on an annual basis. This review is conducted at a time set by the General Manager each calendar year.

The General Manager's annual review will include, but may not be limited to a review with GVNW Consulting, Inc.